

## INSTANT ACCESS PLUS

### What is Instant Access Plus?

Instant Access Plus provides **on-demand conferencing** allowing you to initiate a conference 24 hours a day, 7 days a week – without the need to make a reservation or rely on an Operator. Holding a conference is as simple as dialing a permanent number and entering a Conference Code.

### Setting Up a Conference Call

1. Inform all participants of the date and time of the conference.
2. Give participants your Instant Access phone number and 7-digit access code.
3. When it is time for your conference, dial the Instant Access phone number. When prompted by the automated attendant, enter your **7-digit access code** and your **Chairperson passcode** to begin the conference.
4. Conference participants dial the Instant Access number at the designated time and enter the 7-digit access code to join the conference.

* 1	Dial Out to Participant	
* 1	Join New Participant to the Conference	
* 2	Join New Participant and dial another participant	
* 3	Disconnect line and rejoin conference	
* 4	Disconnect line and dial another participant	
* 2	Record Conference (on/off)	
* 3	Change Entry/Exit Method	
* 4	Lock Conference (Prevent new participants)	
* 5	Unlock Conference (Allow new participants)	
* 6	Mute line	
* 7	Unmute line	
* 8	Allow conference to continue after you disconnect	
* 9	Automated roll call of conference participants (if activated)	
* #	Count the number of participants in the conference	
# #	Mute all lines	# 1 Listen Only
9 9	Unmute all lines	# 2 Listen Only Off
* 0	Operator Assistance (Individual)	
0 0	Operator Assistance (Conference)	
* *	List of available commands	

### Instant Access Controls and Commands

As the conference Chairperson, you control the meeting.

The following commands are available to you at any time during the conference. They can be activated through the touch-tone phone that you used to initiate the conference, or through your PC using Instant Access Web, our webconferencing application.

**Instant Access Webconferencing is FREE** when used in conjunction with Instant Access Plus!

## Frequently Asked Questions

### What happens if the participants dial in before the Chairperson?

If participants dial in before the Chairperson, they will be placed on music hold until the Chairperson joins the conference.

### What happens when the Chairperson hangs up? Can the conference continue?

When the Chairperson hangs up, the conference call will end. To allow the conference to continue after the Chairperson leaves, he or she should press \*8 early in the conference in case of an inadvertent disconnection.

### How do I know when participants join my call?

When a participant joins or leaves the conference, a tone is heard. Instant Access Plus can be configured to record and announce the names of participants as they enter or leave the conference. When this feature is enabled, a Chairperson or participant can press \*9 to receive a roll call of everyone in the conference. To prevent additional participants, simply press \*4 to Lock the Conference. (Refer to Instant Access Controls and Commands for additional functions)

### How many participants can I have in my conference?

The maximum number of participants that can join the conference (including the Chairperson) is configured when the account is set up. Up to 96 participants can be supported in the maximum standard configuration. We can however accommodate more. Just give us a call!

*	6	Mute line
*	7	Unmute line (cannot override the Chairperson)
*	9	Automated roll call (if activated)
*	#	Count participants
0	0	Ask for Operator
*	*	List available commands

### Participant Options and Commands

Conveniently, each participant can choose from these commands during the conference.

### Can I change my Chairperson passcode?

Yes. To change your Chairperson passcode, follow these steps.

1. Dial your Instant Access phone number.
2. Enter your 7-digit access code.
3. Press the \* key.
4. Enter your current Chairperson passcode.
5. Select option 2.
6. Follow the prompts to create a new Chairperson passcode.